

# **Minutes of the Combined Health & Human Services Board & Committee**

**Thursday, November 15, 2012**

Chairs Yerke and Farrell called the meeting to order at 1:02 p.m.

**Committee Members Present:** Supervisors Gilbert Yerke, Jim Jeskewitz, Cathleen Slattery, Janel Brandtjen, Kathleen Cummings, and Jim Batzko. **Absent:** Bill Zaborowski.

**Board Members Present:** Citizen Members Dennis Farrell, Joe Vitale, Dr. Peter Geiss, and Michael O'Brien. Supervisors Jim Batzko, Janel Brandtjen, and Jim Jeskewitz. Citizen Member Lori Cronin arrived at 1:56 p.m. Geiss left the meeting at 3:30 p.m. **Absent:** Citizen Member Flor Gonzalez and Supervisor Bill Zaborowski.

**Also Present:** Legislative Policy Advisor Sarah Spaeth, Chief of Staff Mark Mader, Health & Human Services Director Peter Schuler, Health & Human Services Deputy Director Antwayne Robertson, Aging & Disability Resource Center Manager Cathy Bellovary, Nutrition & Aging Services Supervisor Mary Smith, Information Systems Coordinator Eric Dohman, Information Systems Manager Mike Biagioli, Financial Budget Analyst Danielle Igielski, Intake & Support Services Manager Jesus Mireles, Lutheran Social Services Birth to Three Supervisor Linda Wetzel, Economic Support Coordinator Luann Page, and Adolescent & Family Services Manager Peter Slesar. Recorded by Mary Pedersen, County Board Office.

## **Committee Agenda Items**

### **Approve Minutes of 10-4-12, 10-5-12**

MOTION: Jeskewitz moved, second by Batzko to approve the minutes of October 4 and 5. Motion carried 6-0.

### **Advisory Committee Reports**

Brandtjen said the Community Health Improvement Plan and Processes (CHIPP) Committee is in the process of implementing criteria and establishing measureable results to increase access to health care and reduce AODA issues involving young people.

### **Schedule Next Meeting Date(s)**

- December 6

### **Executive Committee Report of 10-22-12, 10-23-12**

Yerke highlighted the following items discussed at the last two Executive Committee meetings.

- The leverage loan program is doing well and additional, similar programs may be implemented.
- Approved prices on County owned foreclosed properties valued at less than \$5,000.
- Decker reported on the recent Economic Development Summit.
- Reviewed the proposed internal audit scope for the Parks & Land Use Department.
- Heard standing committee reports.

### **State Legislative Update**

Spaeth gave a recap of the November election as it affects Waukesha County on the State level. State legislators will be invited to a future Executive Committee meeting, with one focus of discussion being transportation funding.

## **Board Agenda Items**

### **Approve Minutes of 7-20-12, 7-23-12, 9-13-12**

MOTION: Jeskewitz moved, second by Vitale to approve the minutes of July 20. Motion carried 7-0.

MOTION: Vitale moved, second by Jeskewitz to approve the minutes of July 23. Motion carried 7-0.

MOTION: Jeskewitz moved, second by Batzko to approve the minutes of September 13. Motion carried 7-0.

### **Advisory Committee Reports**

Farrell advised the Mental Health Advisory Committee is beginning preparations on their needs presentation and they are reviewing the adopted 2013 Waukesha County budget as it relates to their service area. Vitale said the Special Services Advisory Committee is in need of additional membership of parents with children of special needs. There are about 1,000 children in Waukesha County with special needs. O'Brien said the Alcohol & Other Drug Abuse (AODA) Advisory Committee is reviewing the adopted 2013 Waukesha County budget as to how it will affect citizen needs.

### **Future Agenda Items**

Farrell asked Robertson for a list of shadowing opportunities for board and committee members. O'Brien suggested Stewards of Prophetic, Hopeful, Intentional Action (SOPHIA) be invited to give a presentation, preferably in December.

## **Committee/Board Agenda Items**

### **2013-2015 Aging Unit Plan for Older People**

Bellovary and Smith were present to discuss this item. Bellovary explained that this plan is done every three years for the State for federal Older Americans Act funding in partnership with the Greater Wisconsin Agency on Aging Resources (GWAR). It was approved by the Aging and Disabilities Resource Center (ADRC) Advisory Board and then GWAR.

The 2013-2014 Aging Unit Plan for Older People states that it "represents the intent of the County to assure that older people have the opportunity to realize their full potential and to participate in all areas of community life." Smith and Bellovary presented the plan which included information on ADRC organization and structure, ADRC Board membership, demographics/statistics pertaining to the older adult population and those with disabilities, role of the ADRC (term care and advocacy), the planning process in developing the plan, Older Americans Act programs and statewide and local focus areas, and budget figures. To answer Yerke's question, Smith said, yes, the goals outlined in the plan will be followed up on and assessed.

Cronin arrived at 1:56 p.m.

MOTION: Brandtjen moved, second by Cummings that the Health & Human Services Committee approves the 2013-2015 Aging Unit Plan for Older People. Motion carried 6-0.

### **Update on Information Systems**

Robertson and Dohman were present to discuss this item. Dohman indicated that over the last year they have reassessed operations on how they deliver IT support to divisions in the Health & Human

Services Department. They looked at the needs of the divisions and developed a better IT support model for the systems in the department. They are now able to better prioritize and staff can address critical needs in a timelier manner. Administrative support changes were made in the last year and all divisions now have a staff member assigned to them for clerical support. In the Application Support Unit, more staff members have been brought in to work as a team for better system operations. Staff now make an effort to anticipate training needs beyond what is currently being implemented, particularly as certain State systems are always changing. Brandtjen stressed the need to improve technological operations for greater efficiencies for improved services for our citizens and she will continue to monitor improvements. Dohman said he believes they are making great strides which he discussed further.

Regarding the core project, Dohman said they are still in the review stage and are following up on vendor references. It is hopeful a vendor will be chosen by January with work to begin immediately thereafter.

Dohman indicated all workers at the Workforce Development Center are now on the County network. Encryption and firewall issues are no longer concerns and all workers have access to shared drives. Instant messaging was recently implemented and this synchronized communication system has proven valuable in certain situations. Regarding the Avatar PM system, Dohman said the electronic data interchange process automatically allows workers to post cash payments from insurance companies. This has saved the equivalent of three FTE positions as this had previously been done manually. In addition, certain forms are now sorted electronically through a PDF tool and this has saved staff time. This process had taken 20 staff hours each month and it now takes two, error-free.

### **Birth to Three HMO Reimbursement Challenges for Services Rendered**

Robertson, Mireles, and Wetzel discussed reimbursement challenges with the Title 19 HMO providers for Birth to Three services rendered. Wetzel said by law, certain Birth to Three services are reimbursable by third party payers. When Wisconsin changed to HMOs, problems began and we saw a huge drop in reimbursement. Currently, about \$18,000 is due for services rendered to Waukesha County clients. Mireles explained this as contract language not transferring into new contracts with the State. Federal Medicaid requirements dictate that these services be reimbursed but the agreements between the State and the HMOs do not include the language. Wetzel advised the State was informed of these problems in January but to date, neither they nor the HMOs have been responsive. Wetzel distributed a timeline on efforts taken to date with the HMOs in Southeastern WI which she discussed in detail. Wetzel said this is a huge issue and reimbursement is a program requirement. Yerke suggested staff write a letter to our State legislators asking for “concrete action.” Mader suggested a statement by the Wisconsin Counties Human Services Association since it affects all 72 counties. Vitale suggested contacting the Moraine Lakes Consortium as well.

### **Update on Moraine Lakes IM Consortium**

Robertson, Page, and Mireles were present to give a one-year update on the Moraine Lakes IM Consortium as outlined in their handout. Page said the State has several performance standards for the consortium (30 days to process applications, 30 days to process renewals, etc). Currently, they are meeting the State’s standards, 90%, and next year it is increasing to 95%. While they are in a good position to meet next year’s standards, it will be a challenge. Page was happy to report that in all six areas they are over the 90% standard and in some areas they are over 95%. Prior to October, clients calling the call center were hanging up due to having to wait too long. This typically occurred around eight minutes. The average wait time was 12 minutes and even though the State

allowed for 21 minutes, staff wanted the wait time to be less than eight. Therefore, changes were implemented and as a result, abandoned calls have dropped significantly. Since October 2012, most callers now wait four minutes or less and all calls are answered in less than eight minutes. Page praised the Lean Government Program offered by the County as a contributor to these successes. Efforts by staff to implement additional efficiencies will continue.

Robertson noted that due to the economy, caseloads have increased. Page said call center training had not been provided by the State and staff had to learn on their own. Cummings suggested client surveys at the end of random calls to gauge client satisfaction. Page said the transition in January worked out “okay” and they worked very hard to get to where they are, as did other consortiums around the state. While there are a few in the state that are underfunded and struggling, everyone is doing a good job. Rumor has it that in 2013 all funding will cease and in 2014, with the coming of the healthcare exchange, it is possible the State will centralize income maintenance. Staff went on to discuss concerns with centralization. Brandtjen suggested Spaeth get involved and begin a dialogue with the State as millions of dollars are at stake and the restructure would affect us dramatically.

### **Introduction of Evidence-Based Practice in Juvenile Justice**

Slesar was present to discuss this item as outlined in his handout. Evidence Based Practices (EBP) are a progressive, organizational use of direct, current research evidence to guide and inform efficient prevention and intervention, and what has been shown to work. The four principles of EBP are risk (who you put in a program is important – pay attention to risk), need (what you target is important – pay attention to criminogenic need), responsivity (how you target offender for change is important – use behavioral and cognitive-behavioral approaches and match to offender type), and fidelity (how well you implement is important – adhere to research-based program and intervention designs).

Geiss left the meeting at 3:30 p.m.

### **Revalidation Study of Delinquency Risk Assessment Tool**

Slesar reviewed the risk assessment form used to determine a score and a juvenile’s level of risk. He went on to review recidivism statistics for 2004, 2007, and 2011. The eight criminogenic needs include the following: anti-social/procriminal attitudes and beliefs, anti-social companions, temperament/anti-social personality patterns, family criminality/dysfunction, substance abuse, lack of employment/skills, school instability and underachievement, and lack of pro-social leisure and/or recreation.

MOTION: Brandtjen moved, second by Vitale to adjourn the board meeting at 3:45 p.m. Motion carried 7-0.

MOTION: Brandtjen moved, second by Cummings to adjourn the committee meeting at 3:45 p.m. Motion carried 6-0.

Respectfully submitted,

Kathleen M. Cummings  
Secretary